

San Luis Obispo County Veterans Service Office
Veterans Mental Health Outreach Program
Program Narrative

Section A: Statement of Need

San Luis Obispo County Veterans Services is requesting the California Department of Veterans Affairs (CDVA) to provide funding in the amount of \$50,000.00 for our Veterans Mental Health Outreach Program.

There are 3 goals of this funding;

1. To educate the 24000 +/-2000 Veterans, their dependents and the community of San Luis Obispo County about Mental Health issues that can affect Veterans stemming from military service.
2. To connect with those Veterans within the local Veterans population who are suffering from Mental Health issues stemming from their military service and plug them into the benefits and services available here in the community in a timely manner.
3. To educate Military service members and Veterans who come through San Luis Obispo County about mental health issues that can affect Veterans stemming from military service and give them guidance on seeking services in the areas they live in.

We will do this by engaging the Veterans where they live, work and play, through satellite offices in North and South County, participating in local Farmers Markets, civic events and partnering with local nonprofits and mental health agencies including but not limited to the County Mental Health agency, the Vet Center and the Department of Veterans Affairs.

Section B: Proposed Service/Project

The purpose of our program is to better serve Veterans suffering from Mental Illness and educate the community by providing education, accessibility and benefits counseling. We want to help the Veteran by providing easy access to Federal State and County resources by bringing these resources to the where the veterans live work and play throughout the county of San Luis Obispo. This type of outreach will give us the ability to provide timely and effective referrals to service providers that those Veterans with Mental Health issues including Serious Mental illnesses (SMI) need.

Our county is very diverse both geographically and demographically, by doing this outreach we will be able to draw more veterans in to provide and connect them with the benefits and services they have earned through their military service. We do this by providing advocacy in claims filing and partnering with the local Vet Center and County Mental health to begin the rehabilitative process. We are also working with several non-profits such as AmpSurf, Military Friends and Families, Transitions mental health, and Welcome Home Military Heroes to better reach younger veterans as they return home and engage in activities throughout the county.

The Services and practices that our office is implementing to accomplish the goals of the program are as follows;

1. Maintain satellite office(s) in North San Luis Obispo County two days a week.
2. Maintain satellite office(s) in South San Luis Obispo County two days a week

3. Have outreach booth at the San Luis Obispo County Farmers Market 52 times a year
4. Participate in the organization and implementation of the San Luis Obispo County Stand Down.
5. Participate in SRP's for deploying California Guardsman at the Camp Roberts to inform them of services we provide in our county and let them know those same service are available throughout the state at their local County Veterans Services Office.
6. Partner with local non-profits and with County Mental Health Services to give veterans outlets to obtain service at the Federal, State and County level.
7. Conduct presentations 1-3 times a month to various VSO, Civic Organization and others to inform our county veterans population about all the service and benefits available to them based on their military service.
8. Organize and work as the coordinator of the San Luis Obispo Veterans Treatment Court, helping those Veterans who have experienced Sexual Trauma, Traumatic Brain Injury, Post Traumatic Stress and other Military related Mental Health issues seek treatment instead of incarceration.

These services and practices have proven to be effective in several ways;

- a. Satellite office traffic has increased to the point that appointments at these locations are booked 2-3 weeks out.
- b. Veterans engaged at Farmers Market receive CDVA resource book and other material to connect with resources here in San Luis Obispo County and to resources in other counties throughout the state.
- c. Our office continues to be involved with the planning and implementation of the San Luis Obispo Stand Down and the Santa Maria Stand down. The San Luis Obispo event is in May and the Santa Maria event will take place this coming October.
- d. We participate in at least 3 SRP's a year. Last year we worked with and collected reintegration forms from over 1000 National Guardsmen preparing to deploy.
- e. We have established with the County Mental Health Department to have one of their staff permanently based out of our office to provide help provide Veterans Outreach and to work with various nonprofits within the county that provide mental Health rehabilitation to include, AmpSurf, Military Friends and Families, Welcome Home Military Heroes, and several others. These programs for veterans and their families reduce the stigma of mental illness and encourage the veteran and their families to seek assistance in dealing with mental health issues.
- f. We have an email tree of 125+ organizations within the county to share veteran related information and to coordinate speaking engagements and material to better target and meet the needs of the local veterans who are in need of mental health services.
- g. This last year our office interfaced directly with over 1500 veterans through our Mental Health Outreach efforts.
- h. Initiated the organization of a Veterans Treatment Court Team to help those Veterans who have experienced Sexual Trauma, Traumatic Brain Injury, Post Traumatic Stress and other Military related Mental Health issues seek treatment instead of incarceration. The Court is due to begin operations in June of 2013.

Section C: Proposed Implementation Approach

The Rational of The San Luis Obispo County Veterans Services Office Veterans Mental Health Outreach Program is to reach Veterans in San Luis Obispo County where they live, work and play to provide them and their families with greater access to the benefits and services they have earned through military service.

Achievement of our goals will improve veteran's access to benefits; will make Veterans representative more available to veterans by being located closer to where the veterans and their families live. It will also give us the ability to better plug the veteran into services and benefits which in turn will allow for better treatment and better illness prevention for the veteran and his/her family

Once veterans are established as being eligible for serves they will be screened by our embedded County Mental Health Veterans Outreach Specialist. This individual will also recommend where the Veteran should be sent for continued mental health services i.e. DVA, Vet Center, County Mental Health, Transitions or other services.

Given the Varied avenues of approach that our program is implementing we intend to interface with as many as 1000-1500 veterans in the coming year.

We are working with several organizations to accomplish our goal. We are working with the San Luis Obispo Vets Center, the San Luis Obispo VA Medical Clinic, San Luis Obispo County Mental Health, and several non-profits to accomplish this. The roles of these organizations is to provide mental health service and rehabilitation programs to ensure that the veterans are getting everything they need as they go through the rehabilitative process.

Barriers to accomplishing our goals are getting the veteran to 'buy-in' and use the services that are being provided to them. We hope to overcome this by bringing services to the veteran as much as possible and by working with our partners to ensure that they are helping to provide easy access to the veterans as well. Another barrier is funding of our resources and the other organizations. We hope to overcome this by working to have continued funding for staff and materials and work with our partners in helping them maintain funding for their services.

I have successfully run a Non-profit Organization called AmpSurf for 10 years providing rehabilitative mental health therapy through surfing for injured veteran. Since taking over the County Veterans Services Office I have successfully opened 4 satellite offices as well as established a weekly presence at one of the largest farmers markets in the state. I have formed Partnerships with several VSO and local nonprofits and expanded staffing in my office. This last year our office interfaced with over 1500 veterans through our Mental Health Outreach efforts.

Our plan to continue this program after the funding period ends will be to continue to apply for additional funding, seek other sources of funding and try to defray costs by establishing additional partnership with other groups who share mutual goals. To have continued success through staffing changes and leadership we intend to have multiple staff members involved in the process to ensure that at any time there is someone involved who can run the program.

Based off the number of veterans we intend to reach through this program our per veteran cost will be \$33.33

Section D: Performance Assessment and Data

Perfor- -mance Metric	Data Source	Goal	Actual (Qtr 1)	Actual (Qtr 2)	Actual (Qtr 3)	Actual (Qtr 4)	
# of Veterans seen.	Veteran intake forms, Vetpro visitor entries, reintegration forms completed, Number of vets seen at special events and claims filed through outreach	1500 Veterans					
# of Veterans Seeking services	Veterans who after initial contact seek further services	300-500					
Cost per veteran	Actual county costs broken down by Number of Veterans seen	33.00					

We keep records of the number of Veterans we see as well as do data collection in the form of Reintegration Intake forms.

We will tabulate our data on a quarterly and annual basis for program improvement and reporting purposes, informing Cal-Vet in a timely manner of issues we encounter regarding care, client and provider satisfaction, delivery of care and efficiency.

We will use the data collected for program improvement by finding out which outreach

methods produce the greatest number of veterans seen, veterans input, and veterans seeking benefits so that we may better tailor the program to use time and resources most effectively, also informing Cal-vet of ways that the system may be better optimized to serve our veteran population with mental illness

San Luis Obispo County Veterans Service Office

Veterans Mental Health Outreach Program

Budget Form

A. Personnel

Position	Hourly Wage	Hrs/Mo Spent on Program	Mo/Yr Spent on Program	Cost
Veterans Service officer (cost*)	61.15	75	12/1	4586.25
Asst. Veterans Service Officer (cost*)	29.00	150	12/1	4350
Outreach Coordinator (cost*)	20.10	250.5	12/1	5035.05
*This includes all associated cost of maintaining staff			Total	13971.3

B. Fringe Benefits

Component	Rate	Annual Wage	Cost
NA	NA	NA	NA
		Total	NA

C. Travel

Location	Purpose	Rate (Mileage Only)	Cost
SLO County	Outreach	6790* .56	3802.4
		Total	3802.4

D. Supplies

Items	Rate (Cost x Months)	Cost
Marketing Materials& Advert.	600*12	7200

	Total		7200
E. Contracting			
Name	Service	Rate (Cost/Individual x Individual x Days)	Cost
NA			
		Total	\$0
F. Other			
Item	Rate		Cost
NA			
	Total		\$0
Totals			
Section A: Personnel	27975	Section D: Supplies	7200
Section B: Fringe Benefits	0	Section E: Contracting	0
Section C: Travel	3802.4	Section F: Other	0
		Total Requesting	\$24973.7

San Luis Obispo County Veterans Service Office
Veterans Mental Health Outreach Program

Budget Narrative

Section A: Personnel

County Veterans Service Officer Dana Cummings @150/hrs for a cost of \$9225- Role will be to oversee the program, negotiate with outside agencies, give presentations on Mental health issues effecting Veterans and recommend services to Veterans.

Assist County Veterans Service Officer –Elizabeth Raye @300/hrs for a cost of \$8700 -Role will be to give presentations on Mental Health issues effecting Veterans and recommend services to Veterans and to file claims based on Mental Health conditions on the Veterans behalf.

Outreach Coordinator Wendell Welter @501/hrs for a cost of \$10070.10 – Role will be to organize events and activities to foster contact with Veterans in the community suffering from Mental Health issues.

Section B: Fringe Benefits

Our department does not receive any fringe benefits

Section C: Travel

Travel is essential to make our program successful. Our concept is to reach veterans where they live, work and play. To do this we have negotiated locations throughout the county to be able to meet with veterans making our program more effective at meeting the veteran's needs. Our travel expenses are based on what our agency allows for travel. \$0.56 per mile.

Section D: Supplies

Supplies for our program focus mainly on advertising costs and marketing. We are working on putting together PSA to help spread the word about our program and we will use marketing material such as Posters, fliers, table displays, pens ect... to help get the word out about the program and give veterans an easy way to reach us.

Section E: Contracting

We are not doing any contracting to accomplish our mission for this program.

Section F: Other

NA

